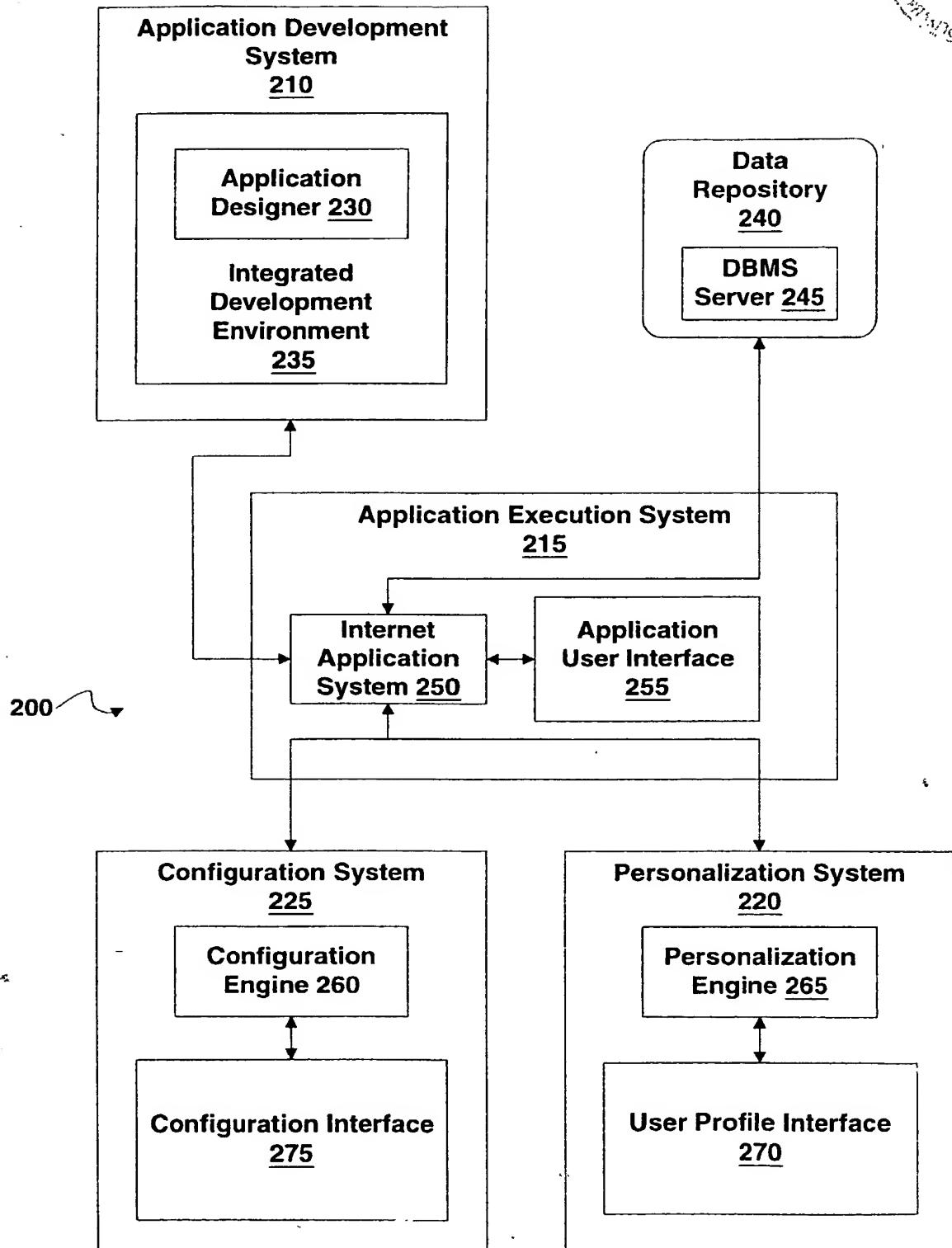
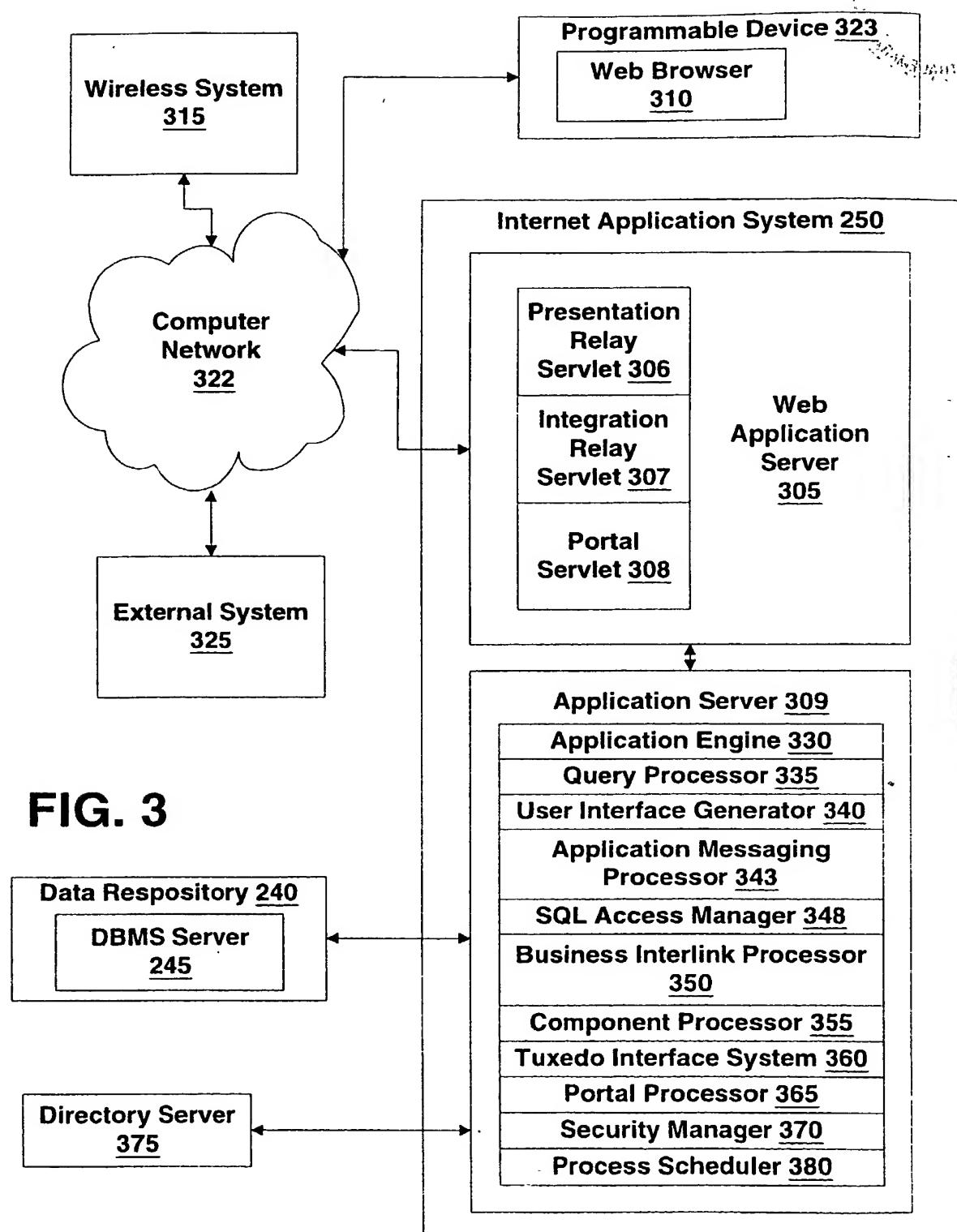


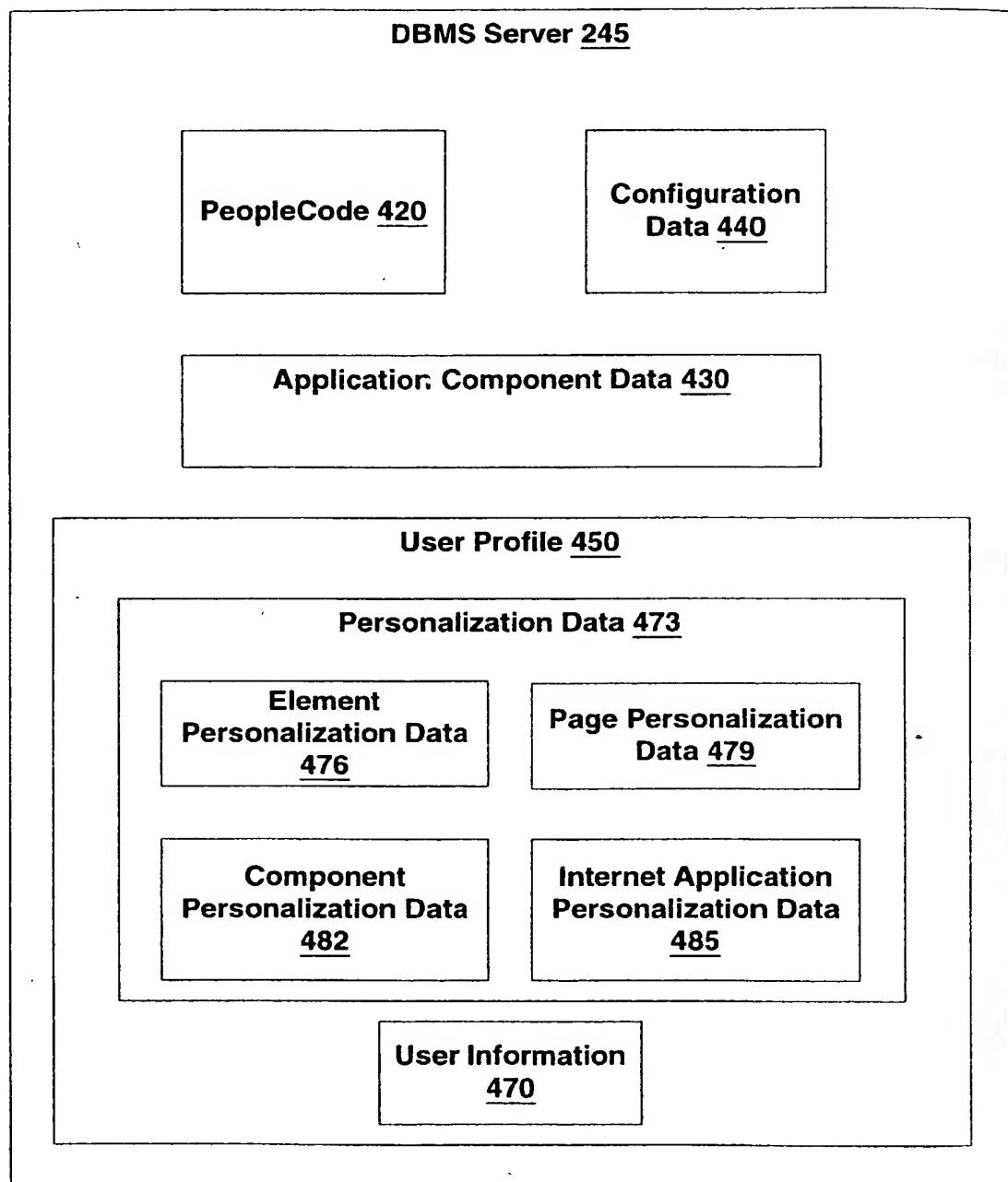
**FIG. 1**



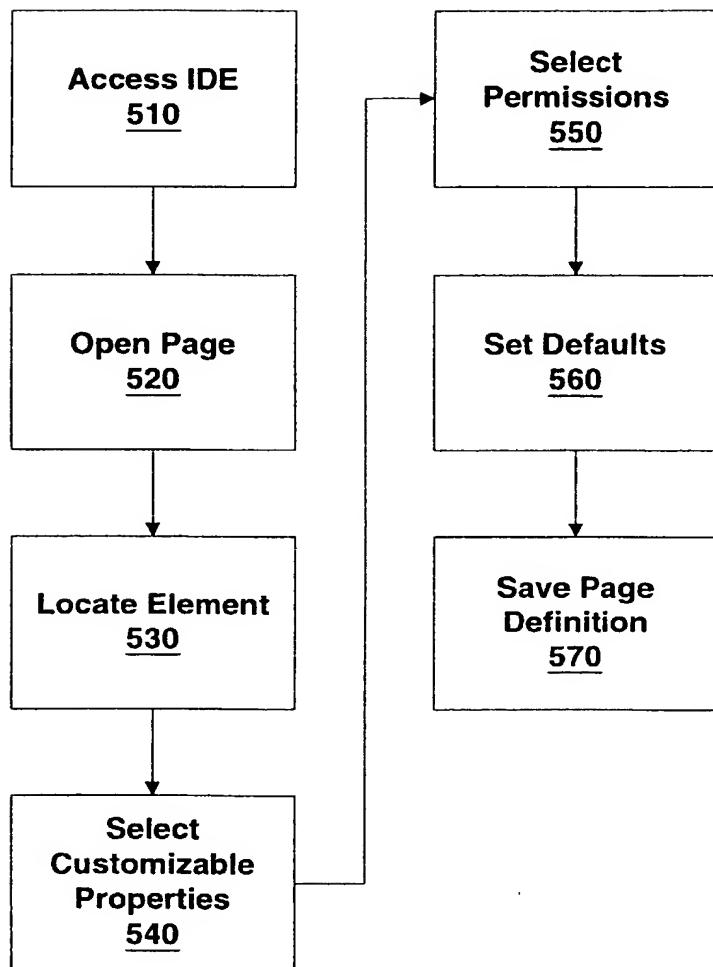
**FIG. 2**



**FIG. 3**

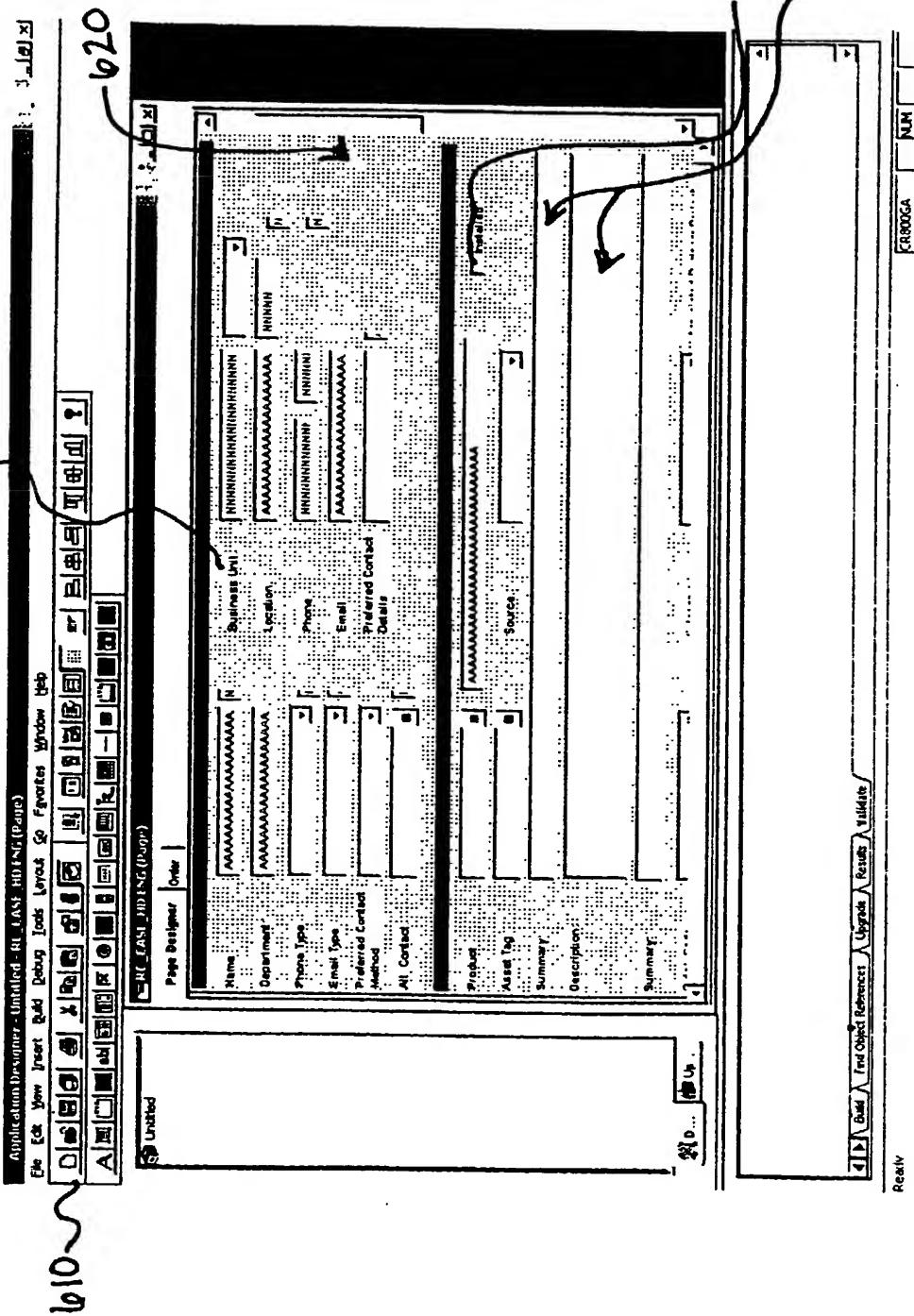


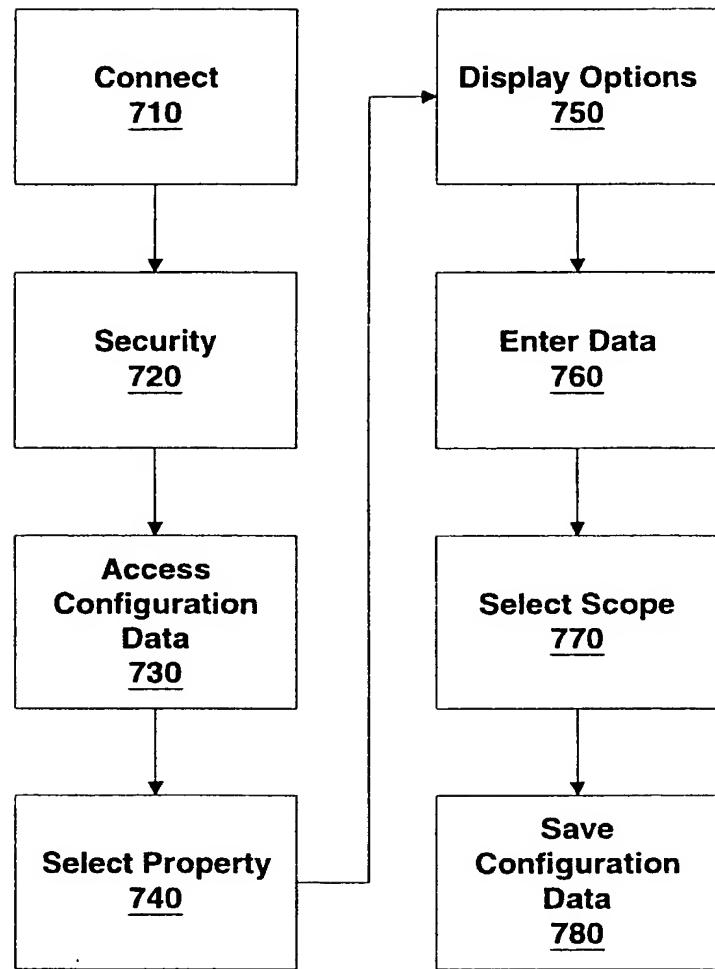
**FIG. 4**



**FIG. 5**

Fig. 6



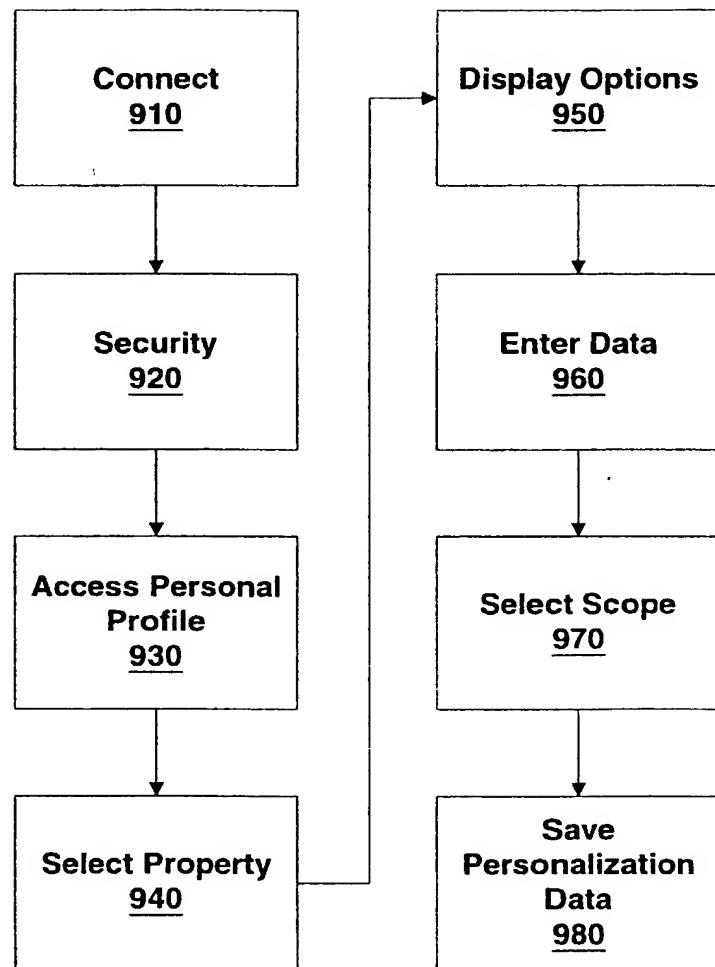


**FIG. 7**

Administrator Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS Accessibility Features	810	Explain	<input type="checkbox"/>	<input type="checkbox"/>	N
ADBTN Tab over Add/Del Buttons (+/-)	810	Explain	<input type="checkbox"/>	<input type="checkbox"/>	N
ADES Afternoon designator (PM, pm)	810	Explain	<input type="checkbox"/>	<input type="checkbox"/>	P
CALBTN Tab over Calendar Button	810	Explain	<input type="checkbox"/>	<input type="checkbox"/>	P
CSYM Currency Symbol	810	Explain	<input type="checkbox"/>	<input type="checkbox"/>	S
CSYMP Current Symbol Position	810	Explain	<input type="checkbox"/>	<input type="checkbox"/>	L
DCSP Decimal Separator	810	Explain	<input type="checkbox"/>	<input type="checkbox"/>	P
DFFMT Date Format	810	Explain	<input type="checkbox"/>	<input type="checkbox"/>	R
EXPERT Expert Entry	810	Explain	<input type="checkbox"/>	<input type="checkbox"/>	N
GROTAB Tab over Grid Tabs	810	Explain	<input type="checkbox"/>	<input type="checkbox"/>	P
HORICN Tab over Header Icons	810	Explain	<input type="checkbox"/>	<input type="checkbox"/>	P
LVPBTN Tab over Lookup Button	810	Explain	<input type="checkbox"/>	<input type="checkbox"/>	P
LZONE Local Time Zone	830	Explain	<input type="checkbox"/>	<input type="checkbox"/>	PS
MDES Morning designator (AM, am)	830	Explain	<input type="checkbox"/>	<input type="checkbox"/>	AM
Local Internet					

Fig. 8



**FIG. 9**

21. CRMSKT, CRMABAK

270

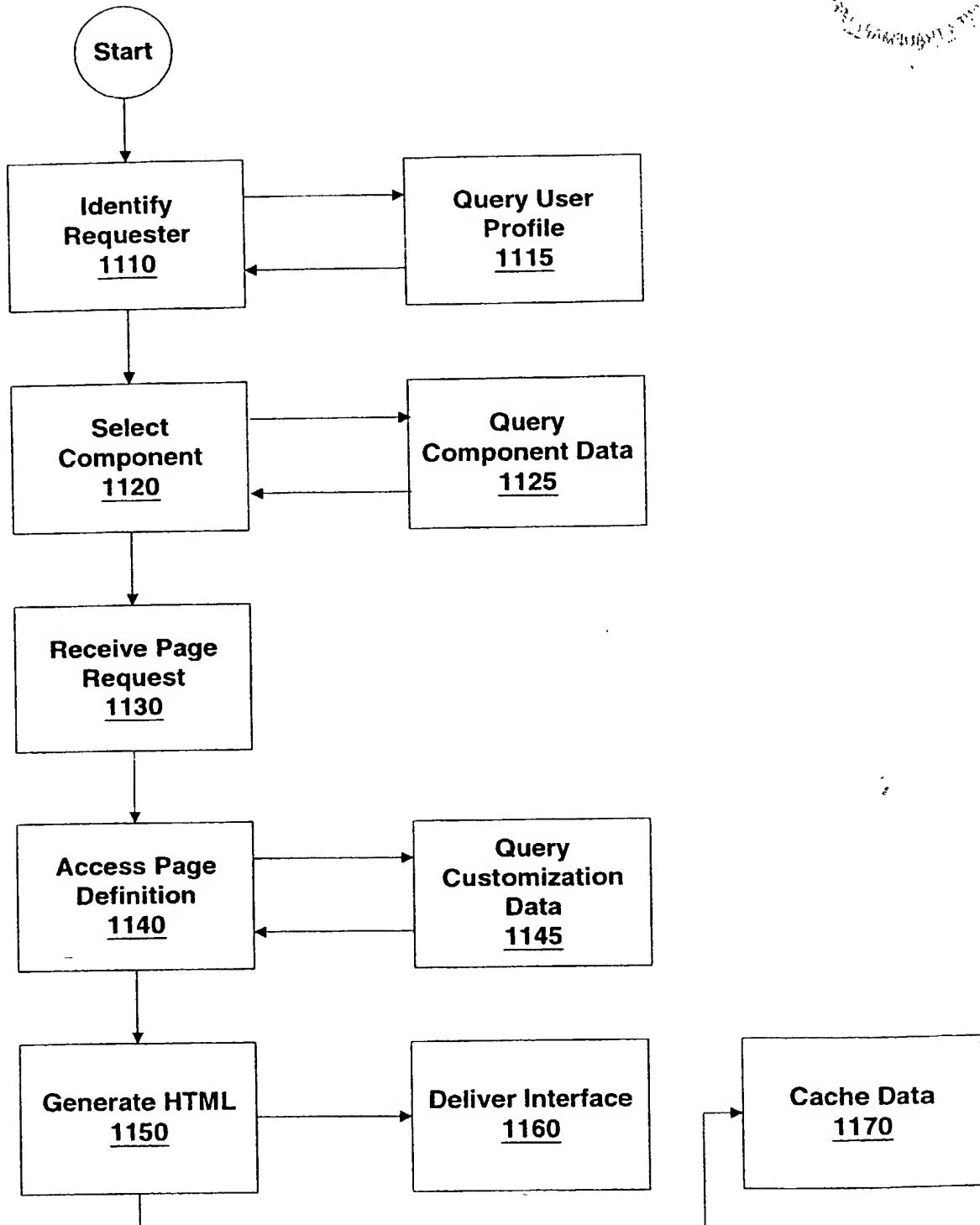
Fig. 10A

Small Service User Profile Microsoft Internet Explorer	
File Edit View Favorites Tools Help Back • • • <input type="button"/> Search <input type="button"/> Favorites History <input type="button"/>	
Address <input type="text"/> https://localhost:7001/ServiceCenterNet/PeopleProfile/Find-Start <input type="button"/> <input type="button"/>	
 Microsoft Internet Explorer Version 6.0 Copyright © 2001 Microsoft Corporation. All rights reserved. Microsoft Internet Explorer Version 6.0 Copyright © 2001 Microsoft Corporation. All rights reserved.	
Home > PeopleTools > Maintain Security > Use > My Profile	
<b>General Profile Information</b>	
Oprid for CRMSKT, CRMABAK	
Password <input type="password"/>	
Change password <input type="button"/>	
Change or set up formtoken password here	
Personalization	
Changes to personalization settings require you to log off and log back on in order to take effect.	
My preferred language for reports and email is: English <input type="button"/>	
Set Personalizations	
Email <input type="text"/>	
Alternate User <input type="checkbox"/>	
If you will be temporarily unavailable, you can select an alternate user to receive your ratings: <input type="checkbox"/>	
Alternate User ID: <input type="text"/> From Date: <input type="text"/> (example: 1/21/2000) To Date: <input type="text"/> (example 1/31/2000)	
Miscellaneous User Links	

1005  
1010  
1020

Local intranet





**FIG. 11**

1250 ~ 1220 ~ 1230

1240 ~ 12401

Data Designer

RC CASE HDG (page)

Line	Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field
1		SubPkg	EMP_INFO_GBO	DERIVED_RCC				
2	Employee Name	Group Box	EMPLOYEE_GBO	DERIVED_RCC				
3	EmpID	Edit Box	EMP_ID	DERIVED_RCC				
4	Contact ID	Edit Box	CASE_CONTACT_ID	DERIVED_RCC				
5	Name	Edit Box	NAME_SEARCH	DERIVED_RCC				
6	Person ID	Edit Box	PERSON_ID	RIC_DRODOWN				
7	Bureau Unit	Edit Box	RC_BU_DESFA	DERIVED_RCC				
8	Bureau Unit	Edit Box	BUSINESS_UNIT_RAC	DERIVED_RCC				
9	Department	Edit Box	DEPT	RB_WORKER				
10	Location Code	Edit Box	LOCATION	RB_WORKER				
11	Phone Type	Drop Down List	PHONE_TYPE	DERIVED_RCC				
12	Phone Type	Edit Box	PHONE_TYPE	RC_CASE				
13	Bureau Unit	Drop Down List	BUSINESS_UNIT	DERIVED_RCC				
14	Phone	Edit Box	PHONE	DERIVED_RCC				
15	Extension	Edit Box	EXTENSION	DERIVED_RCC				
16	Email Type	Drop Down List	E_ADDR_TYPE	DERIVED_RCC				
17	Email Type	Edit Box	E_ADDR_TYPE	RC_CASE				
18	Email	Edit Box	EMAIL_ADDR	DERIVED_RCC				
19	Preferred Contact	Drop Down List	RC_CONTACT_PREF	RIC_CASE				
20	Preferred Contact	Edit Box	RC_CONTACT_ID	DERIVED_RCC				
21	Contact Order	Edit Box	RC_CONTACT_RC_CASE					
22		Edit Box	CONTACT_ID	RC_CASE				
23	An Contact	Edit Box	ALT_NAME_SEA_RCA_AL_CNIC					
24	Problem Information	Group Box	PROBLEMS_INTO	DERIVED_RCC				
25	Product	Edit Box	RC_PRODUCT_ID	DERIVED_RCC				
26	Product	Edit Box	PRODUCT_ID	RC_CASE				

CUST INFO

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help  
 ↵ Back ↶ Forward Search Favorites History Stop Go Links  
 Address http://localhost:7001/seadataservices/webopush/creditcard

**Address Info**

\*Address Set# [ ]

Address Detail  
 \*Effective Date: 01/25/2001 [ ]    
 \*Address Type: Business [ ]    
 Description:  
 Country: USA  United States  
 Address 1: PeopleSoft Parkway  
 Address 2:  
 Address 3:  
 City:  
 County:  
 State: CA  California  
 Postal: 91405

1310  
 1340  
 1350  
 1330  
 1335

Status: Active    
 Address ID: 1208

Last Modified: 01/25/2001 2:36PM PDT VPI  Submit

**Phone Info**

\*Phone Type Description Primary Prefix Telephone  
 Business  Desk   001 925 684 9479  Extension   
 Local Internet

Done

255

Fig. 13A

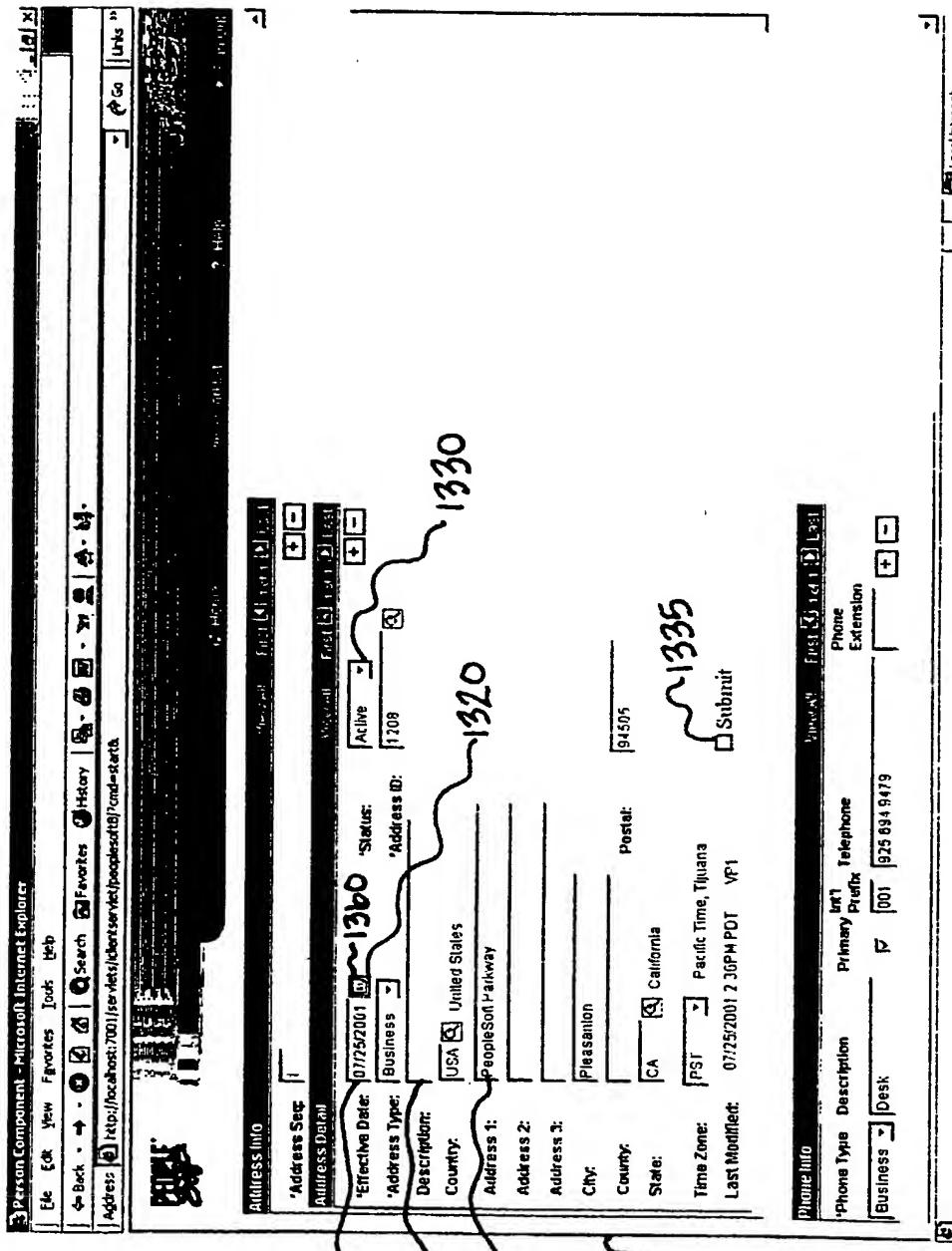


Fig. 13B

<b>Address Detail</b>			
<b>*Effective Date:</b>	07/25/2001	<b>*Status:</b>	1310
<b>*Address Type:</b>	Business	<b>*Address ID</b>	1320
<b>Description:</b>			
<b>Country:</b>	<input checked="" type="checkbox"/> USA	<input type="checkbox"/> United States	255
<b>Address 1:</b>	PeopleSoft Parkway		
<b>1310</b>	<b>1350</b>		

Fig. 13c

1 Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back • Stop • Search • Favorites History Address [Address] [Search] [Favorites] [History] [Stop] [Back] [Forward] [Address]

Address [Address] [Search] [Favorites] [History] [Stop] [Back] [Forward] [Address]

Address Info

\*Address Set: [ ]

\*Address Detail: [ ]

+ Effective Date: 07/25/2001 [ ] Status: 1208 [ ]

\*Address Type: Business [ ] Address ID: [ ]

Description: [ ]

Country: USA [ ] United States [ ]

Address 1: PeopleSoft Parkway [ ]

Address 2: Pleasanton [ ]

Address 3: CA [ ] California [ ]

City: [ ] Postal: 94506 [ ]

State: [ ]

Time Zone: PST [ ] Pacific Time, Tijuana [ ]

Last Modified: 07/25/2001 2:38PM PDT [ ]

Submit [ ]

Phone Info

\*Phone Type Description Primary Int'l Telephone

Business [ ] Desk [ ]  Prefix [ ]

Phone Extension [ ]

255

Fila. 13 D

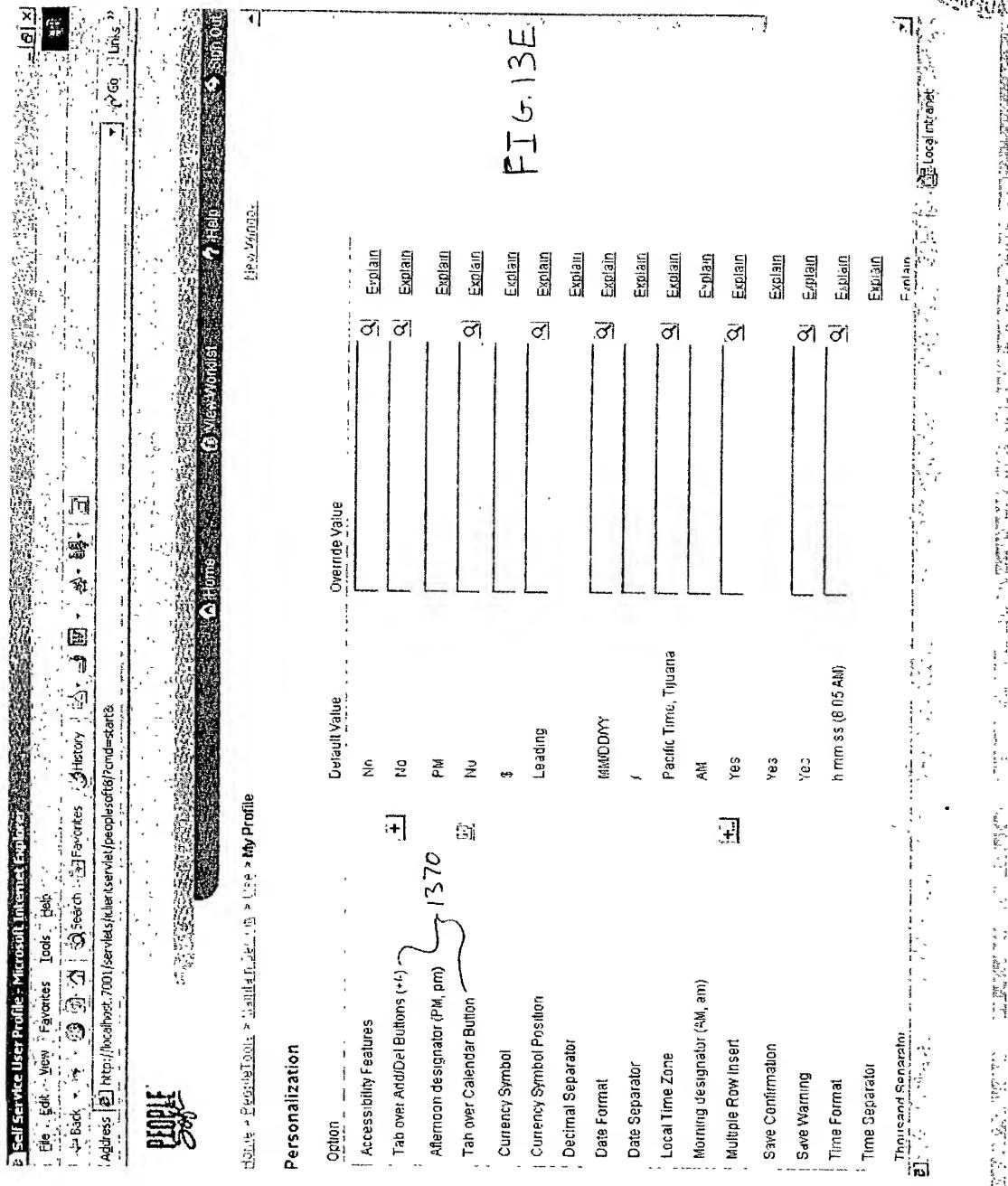


FIG. 13E.

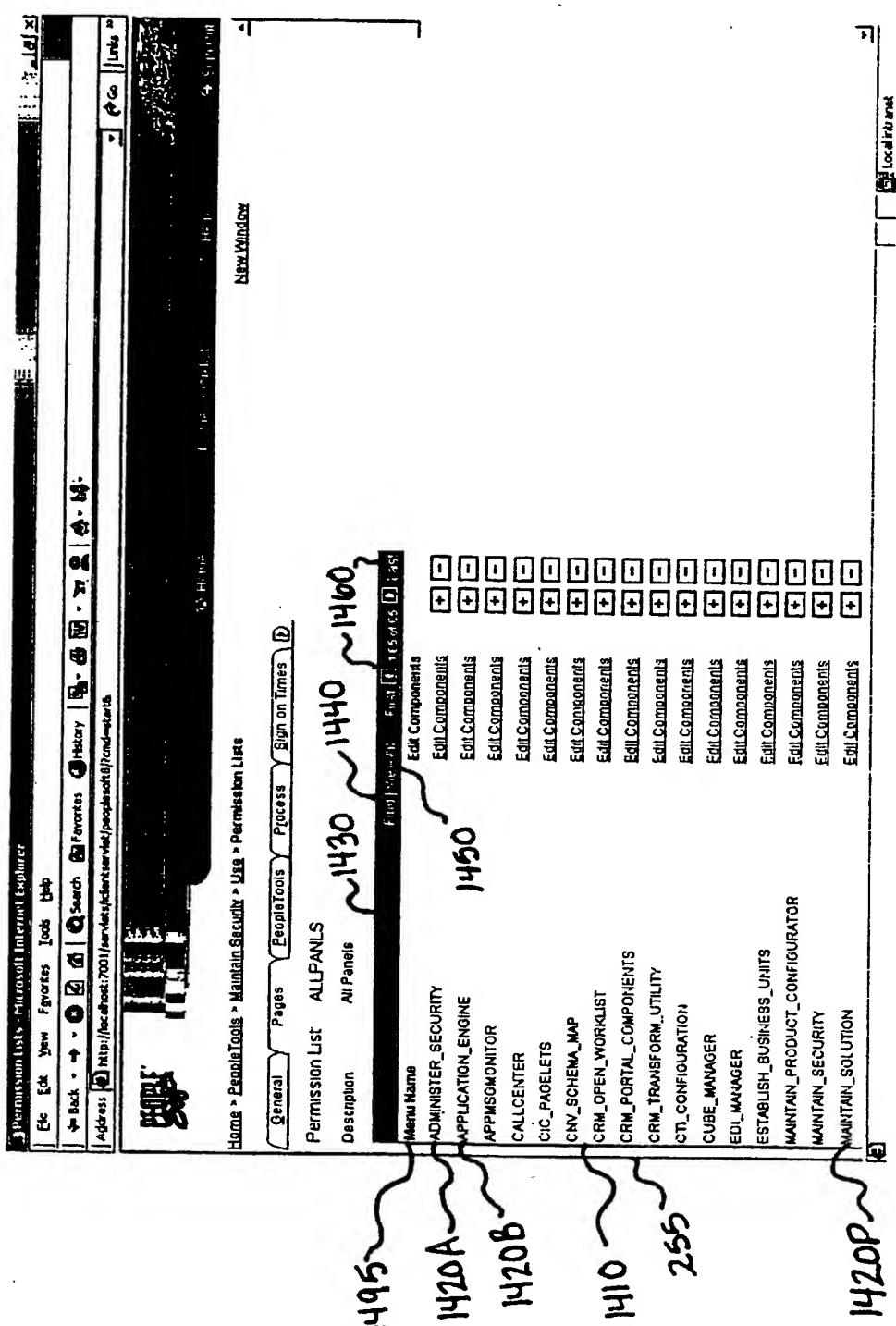


FIG. 14A

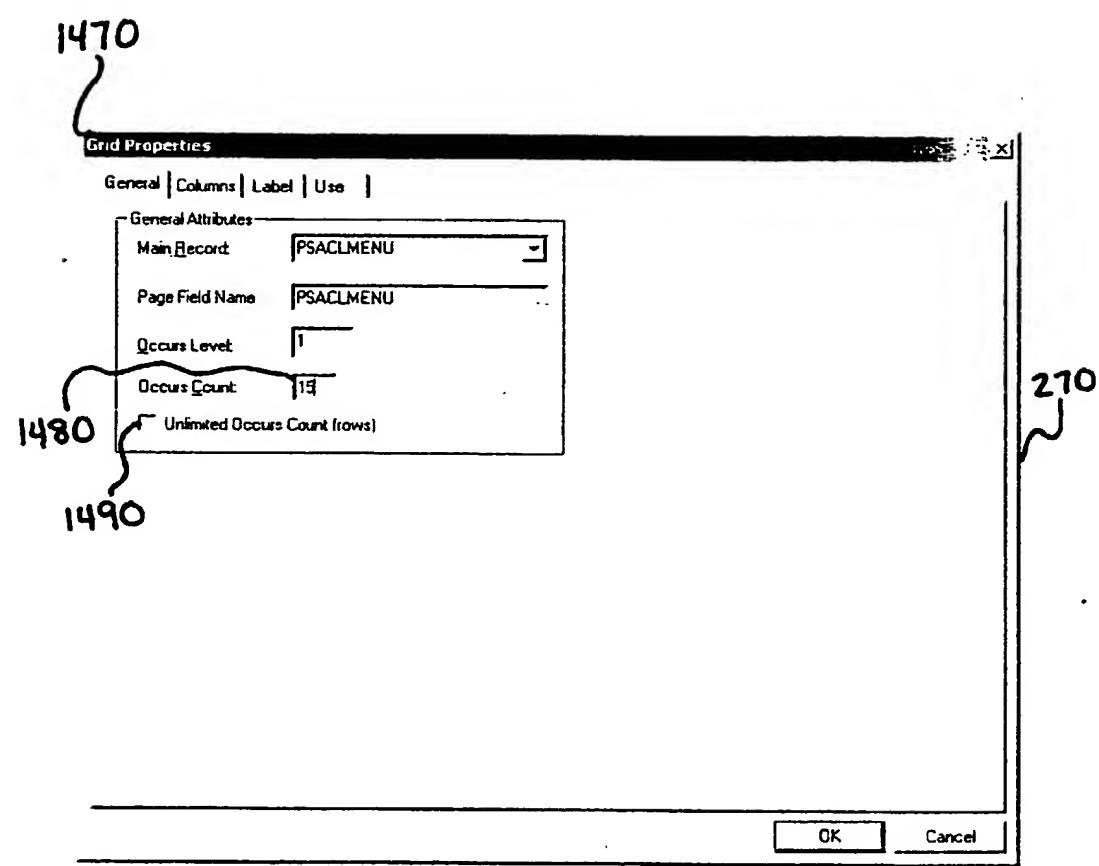
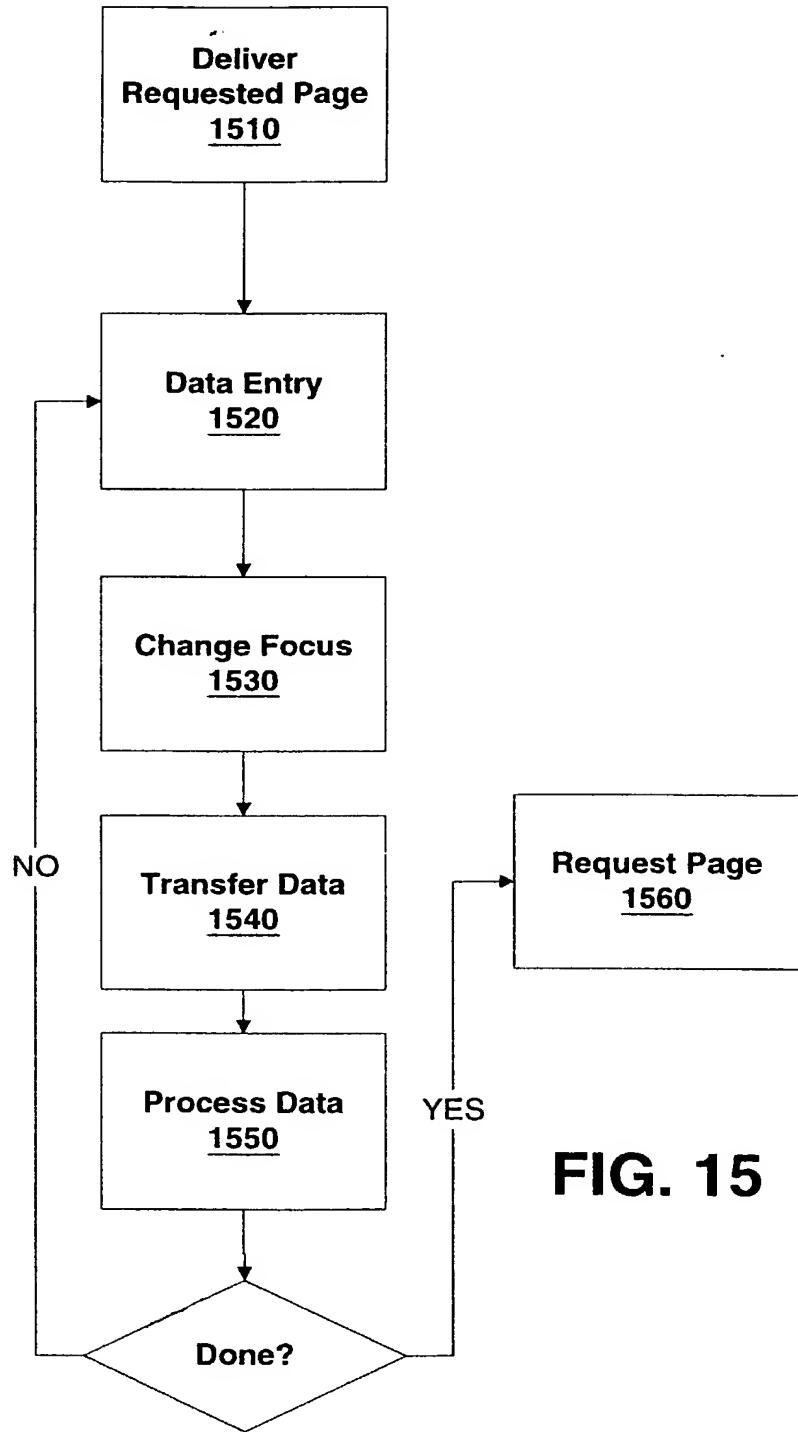


FIG. 14B

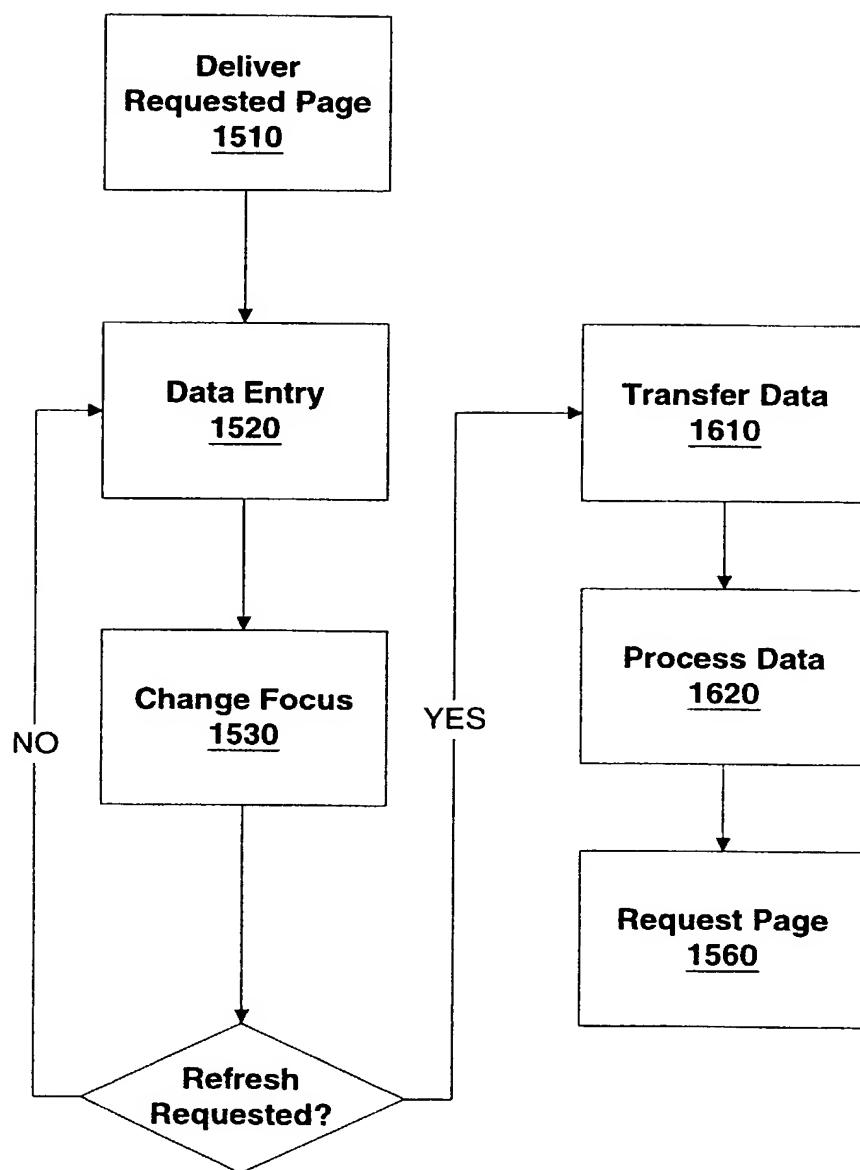
225

Role Name	Edit Components	Edit Configuration
ADMINISTER_SECURITY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
APPLICATION_ENGINE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
APPINSIGHT_MONITOR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CALLCENTER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CIC_PAGELETS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CIV_SCHEMA_MAP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CRM_OPEN_WORKLIST	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CRM_PORTAL_COMPONENTS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CRM_TRANSFORM.Utility	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CT_CONFIGURATION	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CUBE_MANAGER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ED_MANAGER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ESTABLISH_BUSINESS_UNITS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MANTAIN_PRODUCT_CONFIGURATOR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MANTAIN_SECURITY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MANTAIN_SOLUTION	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MANAGE_INTEGRATION_RULES	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MARS_CHANGE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
MVISION	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PORTAL_ADMIN	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PORTAL_COMPONENTS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PORTAL_PERS_XMNPAGE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PROCESS_MONITOR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PROCESS_SCHEDULER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
QUERY_MANAGER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RA_CAMPAIGN_MANAGEMENT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RA_CH_STRUCTURE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RB_DEFINE_PRODUCTS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RB_GENERAL_OPTIONS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RB_INTEGRATION_OPTIONS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RB_MANAGE_COMPETENCIES	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RB_MANAGE_CUSTOMER_INFORMATION	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RB_MANAGE_WORKFORCE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RB_PROCESS_INBOUND_TRANS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RB_STRUCTURE_SEARCHING	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RB_WORKER_CALENDAR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RC_SELF_SERVICE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RC_SETUP_HOME	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
REPORT_DOCKS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
REPORT_MANAGER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RF_AGREEMENTS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RF_DEFINE_ITEMS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RF_DEFINE_ITEM_CONTROLS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RF_MANT_ENTITLEMENTS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RF_MANAGE_RMA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RF_SERVICE_ORDER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RF_STRUCTURE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RL_CIC_HOME	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RS_INTERACTION	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RS_SETUP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RS_DELTA_UTLITY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RSF_CRECAST	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RSF_LEADS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RSF_OPPORTUNITY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RSF_PNL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RSF_SETUP_TABLES	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
RSF_TERRITORY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
STRUCTURE_PROCESS_AUTOMATION	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
STRUCTURE_RC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TRANSLATE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TREE_MANAGER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TREE_MANAGER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
UTILITIES	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
WORKFLOW_ADMINISTRATOR	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
WORKLIST	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

FIG.14C



**FIG. 15**



**FIG. 16**

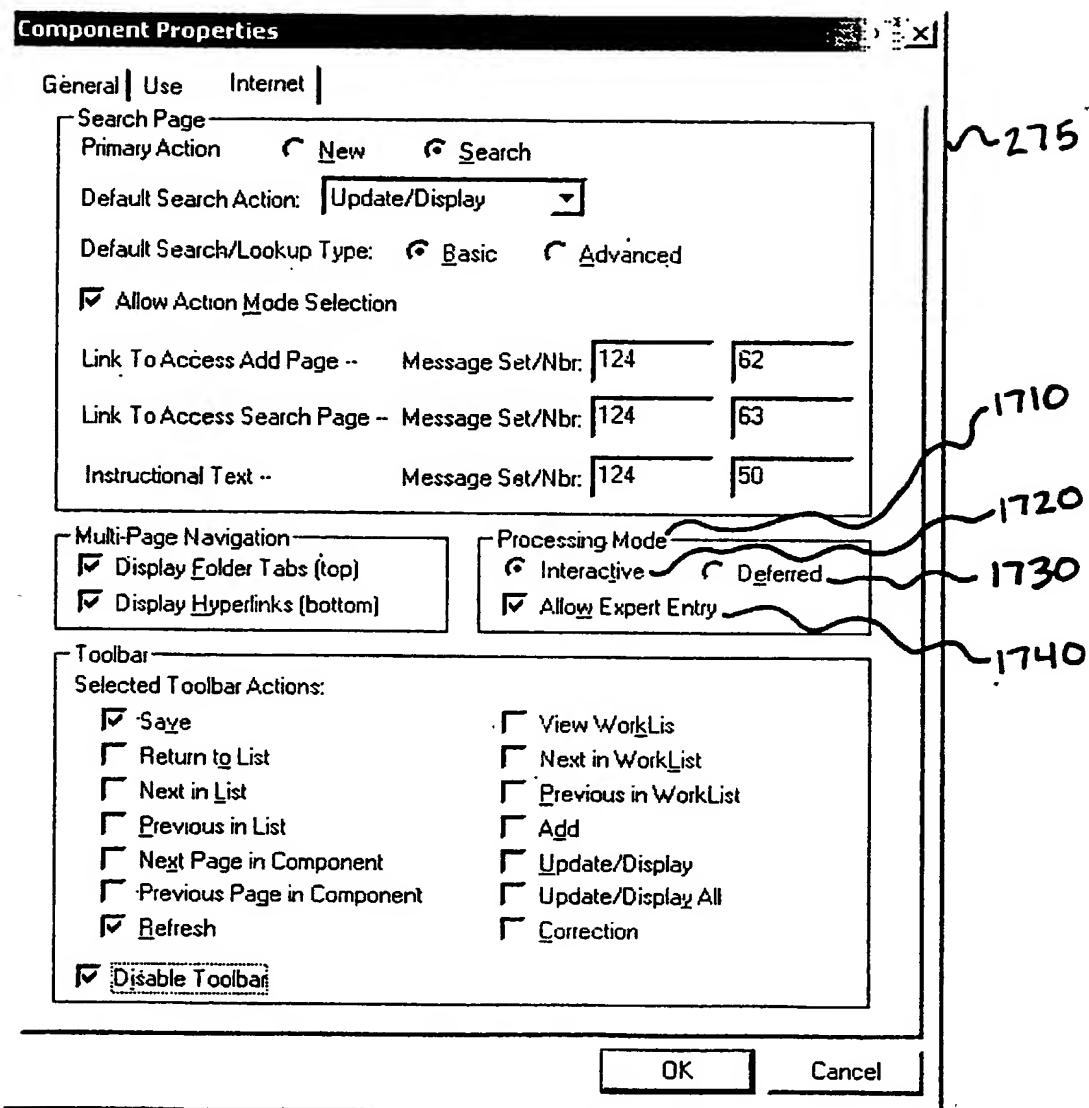


Fig. 17A

Person Component - Microsoft Internet Explorer

File Edit View Favorites Help Back •  Search Favorites History Back • Stop Go Back •  List " Address  ? Help Continue

Address Step:

Address Detail:

Description:  USA  United States  
 Country:  PeopleSoft Parkway  
 Address 1: \_\_\_\_\_  
 Address 2: \_\_\_\_\_  
 Address 3: \_\_\_\_\_  
 City: \_\_\_\_\_  
 County:  CA  California  
 State:   Pacific Time, Tijuana  
 Last Modified: 07/25/2001 2:36PM PDT   Submit

Expert Entry

Phone Info  First Name  Last Name  
 \*Phone Type Description Primary Telephone  Extension  
 \*Business  desk

Local Internet

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E14:17B